Argus 6 – For Client End Users

ARGUSWORD AND DOCUMENT MANAGER USER MANUAL

ARGUS

25 March 2015

Version 1.1

DOCUMENT CONTACT

ARGUS

Greenhill Enterprise Centre

University Drive

Mount Helen VIC 3350

T: 03 9037 1000

F: 03 5335 2211

W: argusconnect.com.au

HEALTHCONNEX

Level 1, 355 Spencer St

West Melbourne VIC 3003

T: 03 8317 8100

F: 03 8317 8101

W: ehealth.data.com.au

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DOCUMENT HISTORY

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1-1	24 Sep 2014	Anna Kirsteuer	Final Review

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1. PREFACE

1.1 About Us

Argus division of HealthConnex operates to deploy, install, support and develop Argus, a computer program that enables health service providers to securely exchange clinical documents between their computer systems.

Argus seamlessly integrates with existing clinical software and speeds up reporting processes, saving time and resources as well as encouraging co-operation between providers.

Our aim at Argus is to offer a common messaging option for all Australian healthcare providers which is equally available and affordable to anyone, whilst adhering to principles of standards, transparency of technology, and interoperability.

Argus has a charter to serve the Australian healthcare community by providing secure messaging facilities which maximise the efficiency of delivery of healthcare by the sharing of clinical information between providers at as low a cost as possible, as seamlessly as possible.

1.2 Help and Support

Argus provides a central point of contact for software assistance and the resolution of software issues. As part of this, Argus offers a variety of professional services, online resources, and availability to experienced product specialists who are ready to action your service requests.

Contact Information:
Web: https://www.argusconnect.com.au/content/contact-us
Phone: 03 9037 1000

1.3 Feedback

To help us improve what we offer you, Argus would like your feedback (positive and negative) about this guide, and about any other aspect of our products. Please email your feedback to argus@argusconnect.com.au

1.4 Who should use this document

This document is intended for use after a formal Argus Training session or webinar. This is a detailed step by step guide with relation to using Argus alongside ArgusWord.

Intended Audience: Argus End Users with Basic, Intermediate, Advanced working knowledge of IT systems.

1. Clinical Managers
2. Administrators
3. Practitioners
4. Medicare Locals

2. INTRODUCTION

2.1 What Is Argus

Argus is encryption software that facilitates secure electronic communication of patient related information between healthcare providers.

For practitioners with a Patient Management System or Clinical software, electronic correspondence can be viewed and filed electronically against a patient file, saving time opening envelopes, scanning documents and maintaining paper files.

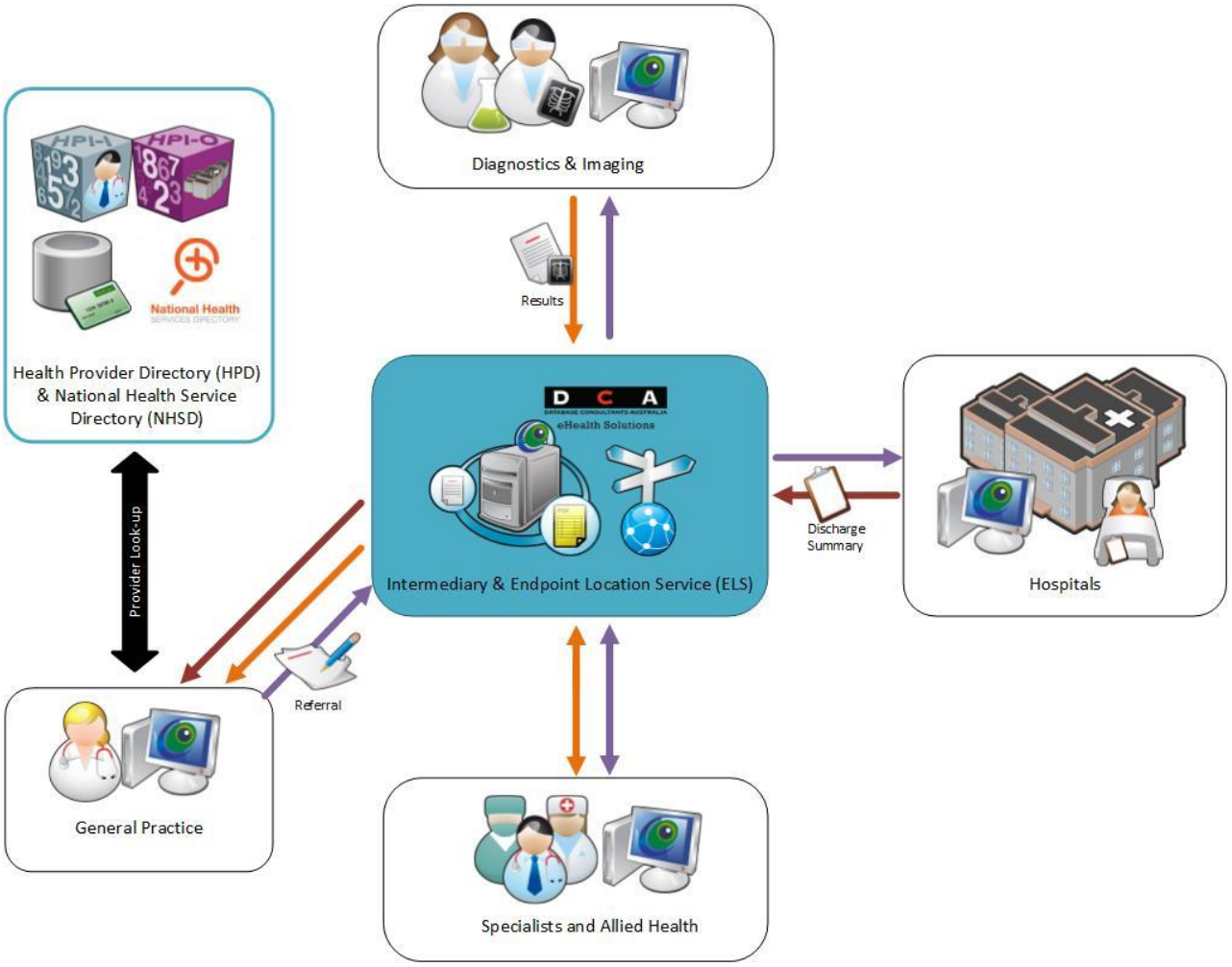
Argus is developed to NEHTA's Secure Message Delivery (SMD) specification published by Standards Australia providing end to end SMD delivery. Backward compatible, Argus ensures healthcare providers at varying stages of eHealth adoption can continue to communicate.

2.2 How Argus Works

Argus enables healthcare providers to electronically exchange clinical documents securely via encrypted email or SMD reducing the costs associated with stationery, printing, faxing and posting reports. Electronic transmission speeds up the delivery of patient information whilst providing clarity that is often lost with poor handwriting and fax rendering.

2.3 Who Does It Let Me Communicate with

Used by Allied Health, General Practitioners, Hospitals, Practice Nurses, Pathology, Radiology and Specialists to name a few, Argus enables communication between health and care professionals delivering admission notifications, medication reviews, care plans, event notifications, ED and discharge summaries, reports, referrals, patient progress notes.



3. BASIC ARGUS FUNCTIONALITY

3.1 Confirming readiness of other Argus users to receive electronically

1. It's important to contact the Practice in person prior to your first electronic message to them to confirm that they have integrated receiving electronic messaging into their Practice routine.
2. In most instances they will have done this, however it is important to clarify.

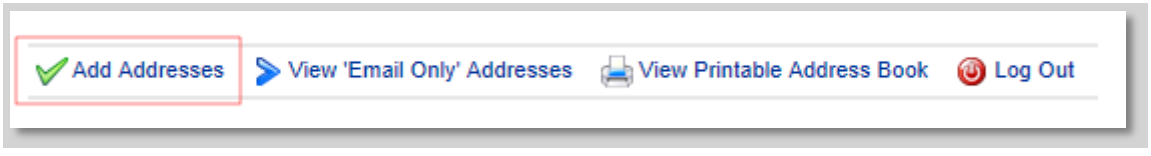
3.2 Adding a Recipient to your Argus Address Manager

1. To be able to send to other Argus recipients you must first add them to your local **Argus Address Manager**.
2. Access the **Argus Address Manager** by double-clicking on the icon (normally on the Desktop of the computer which has Argus installed). The icon looks like this:

3. Default username is **argus** and default password is **argus**.

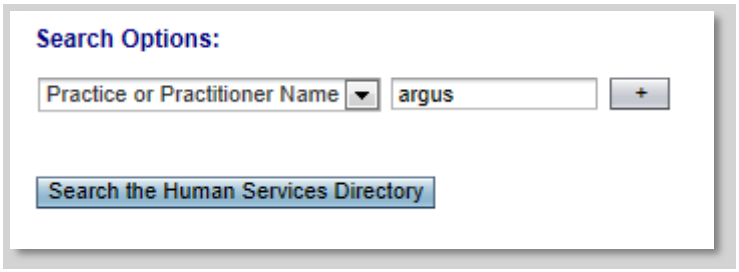
IMPORTANT NOTE:
We recommend your username and password is personalised. If this has not already been done please contact the Argus Support Team on 03 9307 1000. It is important to advise Argus Support and keep on hand the details of this change in order to access your **Argus Address Manager**.

4. To look-up Argus recipients you need to click on **Add Addresses**

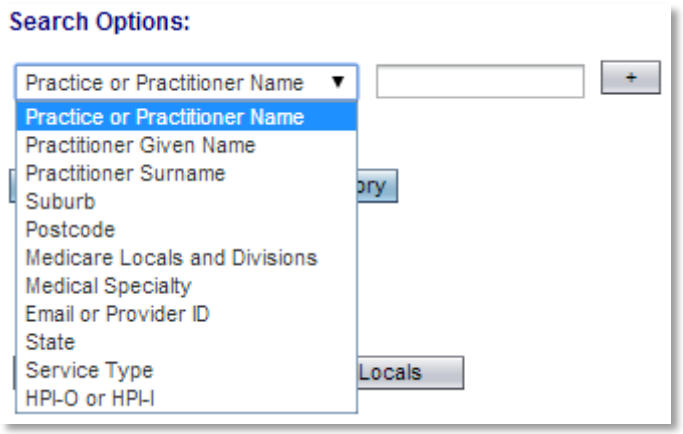


5. Type in the name (or part name) of the practitioner or practice you'd like to add (in the example shown below the search term is "argus"), then click on the **Search the Human Services Directory** (all Argus users are listed in this national directory)

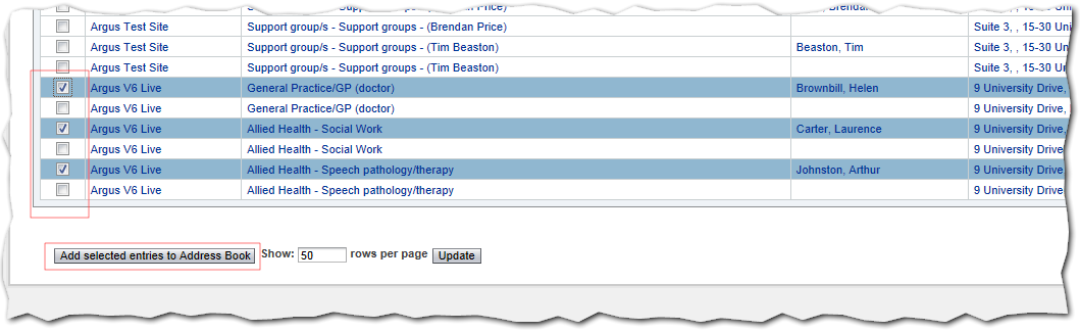
Tip: Do not enter a search term and hit the Enter key – you need to click the **Search the Human Services Directory** button to return results



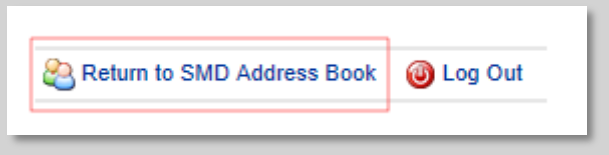
Note: that you can also click on the drop-down showing **Practice or Practitioner** name to choose a different way to search the Directory, as shown here:



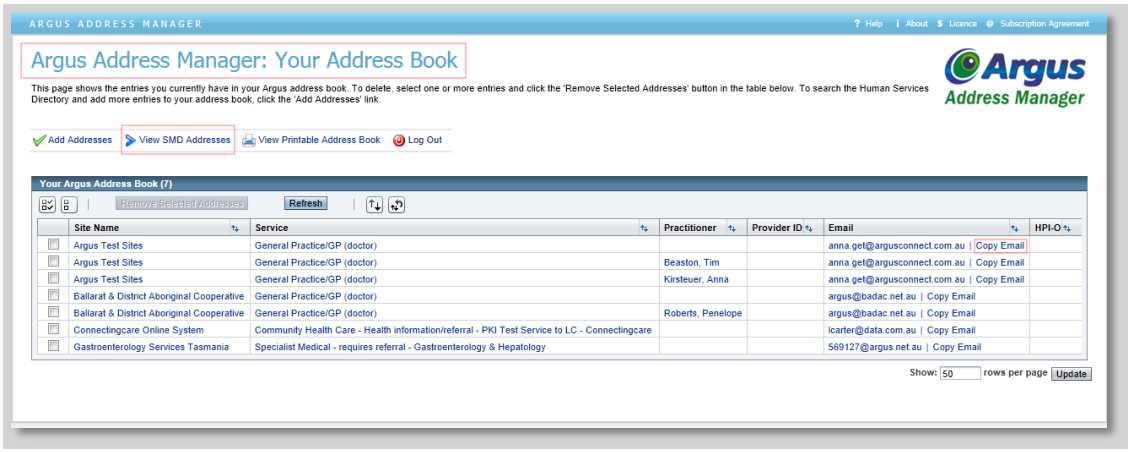
6. In the results list click in the checkbox next to the required practitioner(s) name so the box(es) now contain a tick, and then click on the **Add selected entries to Address Book** button, as shown here:


Argus Test Site | Support group/s - Support groups - (Brendan Price) | Suite 3, , 15-30 Uni
Argus Test Site | Support group/s - Support groups - (Tim Beaston) | Beaston, Tim | Suite 3, , 15-30 Un
Argus Test Site | Support group/s - Support groups - (Tim Beaston) | Suite 3, , 15-30 Un
Argus V6 Live | General Practice/GP (doctor) | Brownbill, Helen | 9 University Drive,
Argus V6 Live | General Practice/GP (doctor) | 9 University Drive,
Argus V6 Live | Allied Health - Social Work | Carter, Laurence | 9 University Drive,
Argus V6 Live | Allied Health - Social Work | 9 University Drive
Argus V6 Live | Allied Health - Speech pathology/therapy | Johnston, Arthur | 9 University Drive
Argus V6 Live | Allied Health - Speech pathology/therapy | 9 University Drive
Add selected entries to Address Book
Show: 50 rows per page
Update

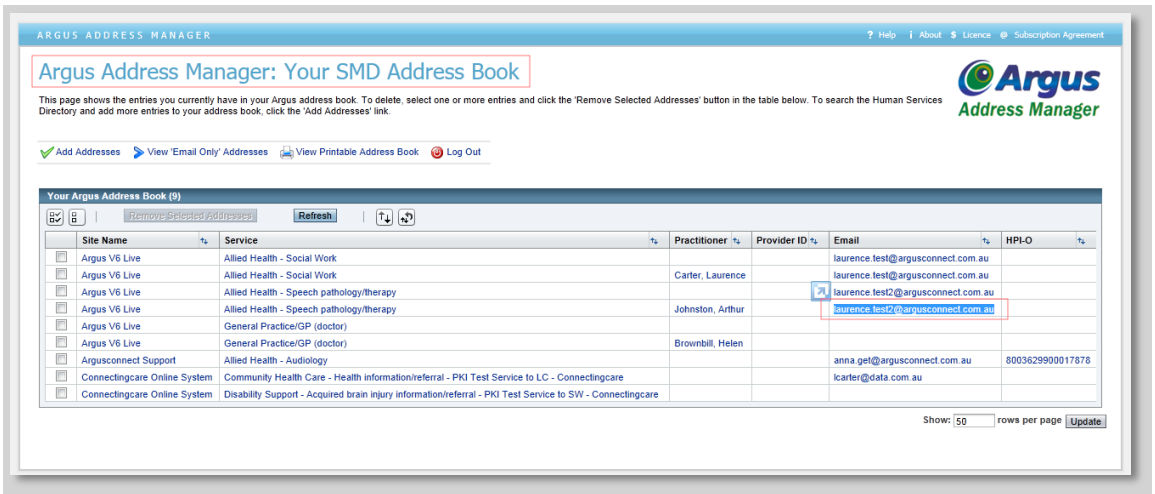
7. Repeat the process to populate your address book with all the practitioners to which you wish to send to.
8. Click on **Return to SMD Address Book**:



9. Back at your **Argus Address Book** screen you need to copy the email for a Practitioner (before switching over to Medical Director to create or update their Address book entry to ensure you can send to them electronically from within Best Practice).
   You should note that the Argus Address Book has two ways to view your entries.
   The first way as shown here is titled **Your Address Book,** this will display Practices that are still using Argus 5 and whom are not SMD complaint. You will notice a **Copy Email** link next to each Practitioner email address, as highlighted:


ARGUS ADDRESS MANAGER
Help
About
Licence
Subscription Agreement
Argus Address Manager: Your Address Book
This page shows the entries you currently have in your Argus address book. To delete, select one or more entries and click the 'Remove Selected Addresses' button in the table below. To search the Human Services Directory and add more entries to your address book, click the 'Add Addresses' link.
Argus Address Manager
Add Addresses
View SMD Addresses
View Printable Address Book
Log Out
Your Argus Address Book (7)
Remove Selected Addresses
Refresh
Site Name
Service
Practitioner
Provider ID
Email
HPI-O
Argus Test Sites
General Practice/GP (doctor)
anna.get@argusconnect.com.au | Copy Email
Argus Test Sites
General Practice/GP (doctor)
Beaston, Tim
anna.get@argusconnect.com.au | Copy Email
Argus Test Sites
General Practice/GP (doctor)
Kirsteuer, Anna
anna.get@argusconnect.com.au | Copy Email
Ballarat & District Aboriginal Cooperative
General Practice/GP (doctor)
argus@badac.net.au | Copy Email
Ballarat & District Aboriginal Cooperative
General Practice/GP (doctor)
Roberts, Penelope
argus@badac.net.au | Copy Email
Connectingcare Online System
Community Health Care - Health information/referral - PKI Test Service to LC - Connectingcare
lcarter@data.com.au | Copy Email
Gastroenterology Services Tasmania
Specialist Medical - requires referral - Gastroenterology & Hepatology
569127@argus.net.au | Copy Email
Show: 50 rows per page
Update

The second way is titled **Your SMD Address Book** and is accessed by clicking on the **View SMD Addresses** link, as highlighted above. Your SMD Address Book will list other sites that have also upgraded to Argus 6. As shown below this view does not include the **Copy Email** link, so you have to select the email and copy to the clipboard:



IMPORTANT NOTE:

Argus 6 is backward compatible, this means that you will be able to send and receive from other Argus users regardless of the stage of eHealth adoption they are at which is reflected by the version of Argus they have installed. These address books will be merged in a later release of Argus 6.

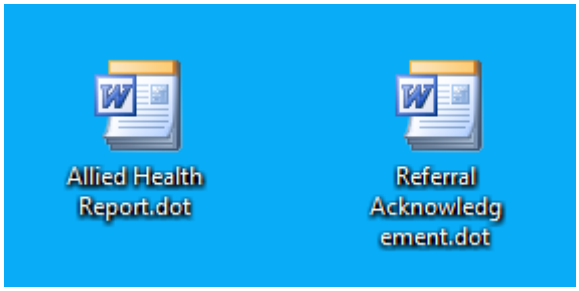
4. USING ARGUSWORD

ArgusWord enables you to compose letters and reports directly within Microsoft Word as you do any other sort of document.

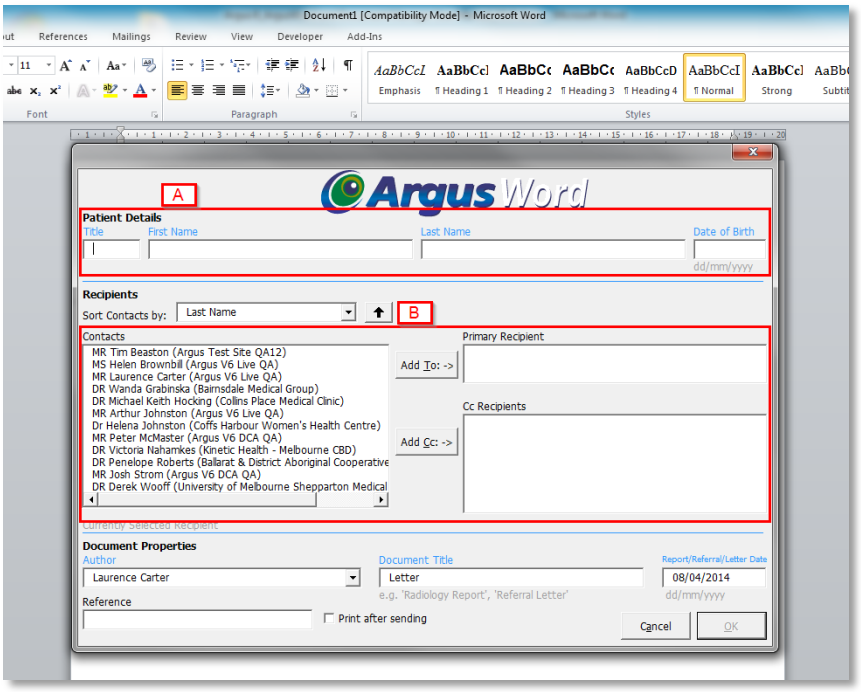
You can then easily send these documents electronically and securely via the Argus network.

4.1 Sending a letter or report via ArgusWord

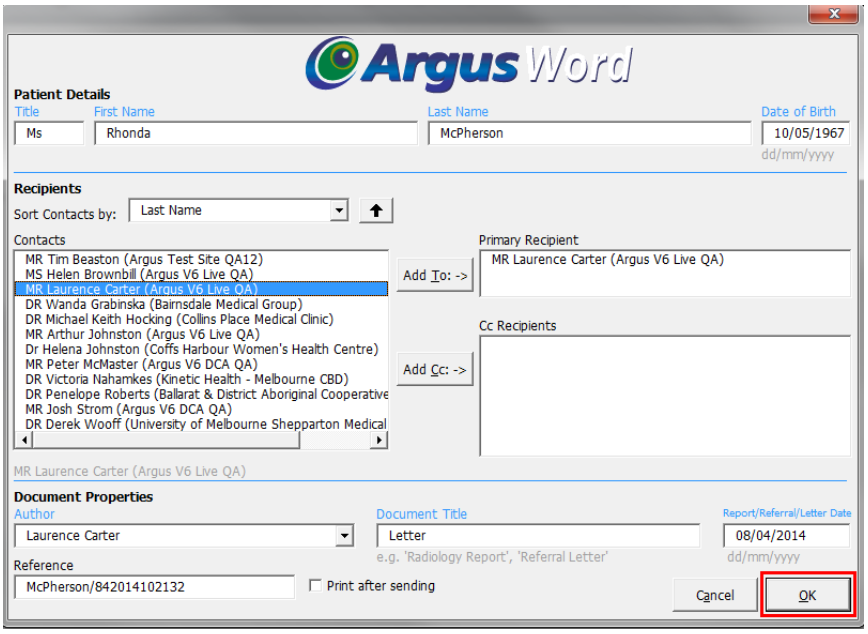
1. When ArgusWord is installed you will have access to an Argus compatible Microsoft Word template from which you can specifically design further templates to produce letters and reports that can be sent via Argus.
   Here is an example of two templates that have been placed on the Desktop: in this instance they have been created by an Allied Health Practitioner to allow them to easily send an acknowledgement of a received referral, and to subsequently produce a report.



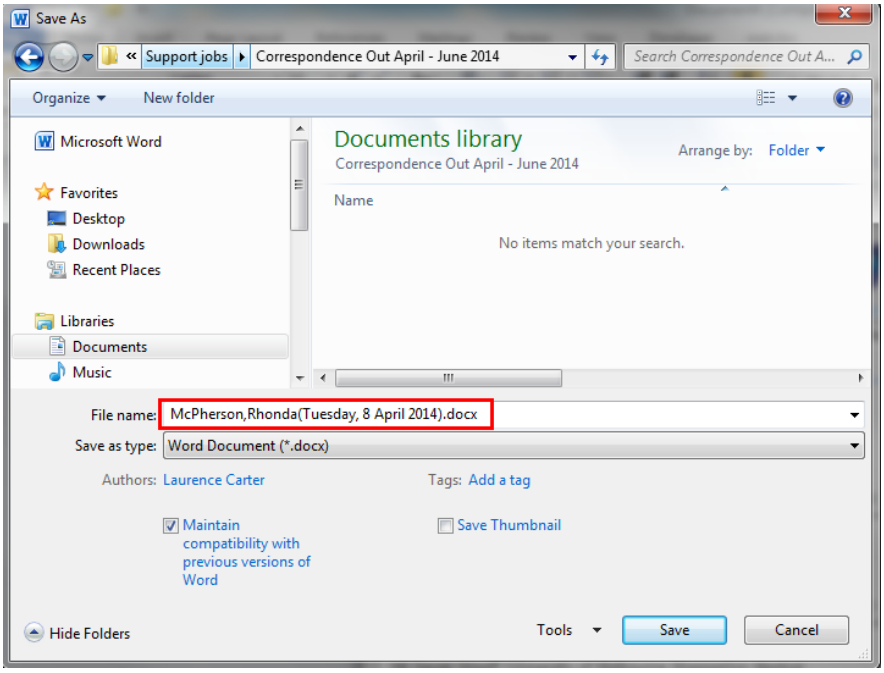
2. Double clicking one of these template icons will create a new document in Microsoft Word.
3. An **ArgusWord** dialog box will be displayed, requiring you to complete: **A -** the **Patient/Client details** and **B -** choose the **Recipient**:



4. Complete all the **Patient Details** fields and then choose the Recipient from the **Contacts** list on the left and click the **Add To:** button to select your **Primary Recipient**. (The Contacts list is made up of all the entries you have previously added to your local **Argus Address Manager**.)
   Click **OK**:

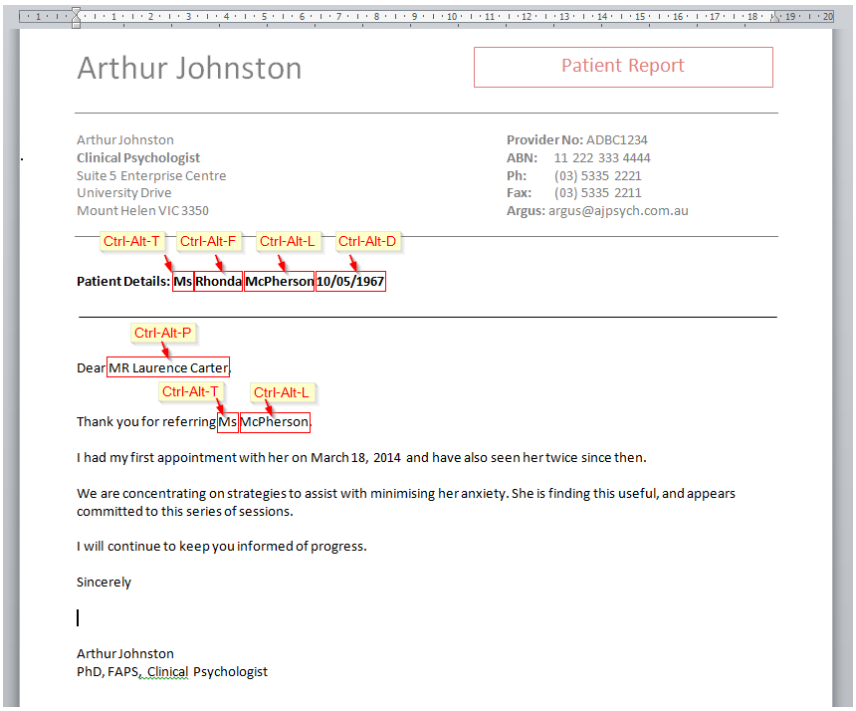


5. A **Save As** dialog box will appear with a suggested File name based on the Patient's Last and First Name and today's date, as highlighted here:

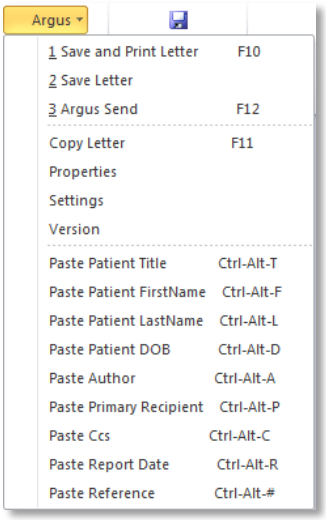


Either accept this, or change the File name and then confirm or change where you will be saving this document, then click **Save**.

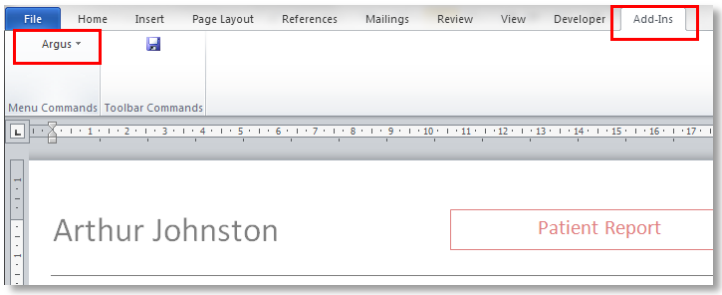
6. One of the useful features of ArgusWord is the ability to use keyboard shortcuts to enter Patient, Recipient and Document details as illustrated here:


Arthur Johnston
Patient Report
Arthur Johnston
Clinical Psychologist
Suite 5 Enterprise Centre
University Drive
Mount Helen VIC 3350
Provider No: ADBC1234
ABN: 11 222 333 4444
Ph: (03) 5335 2221
Fax: (03) 5335 2211
Argus: argus@ajpsych.com.au
Ctrl-Alt-T
Ctrl-Alt-F
Ctrl-Alt-L
Ctrl-Alt-D
Patient Details: Ms Rhonda McPherson 10/05/1967
Ctrl-Alt-P
Dear MR Laurence Carter,
Ctrl-Alt-T
Ctrl-Alt-L
Thank you for referring Ms McPherson.
I had my first appointment with her on March 18, 2014 and have also seen her twice since then.
We are concentrating on strategies to assist with minimising her anxiety. She is finding this useful, and appears committed to this series of sessions.
I will continue to keep you informed of progress.
Sincerely
Arthur Johnston
PhD, FAPS, Clinical Psychologist

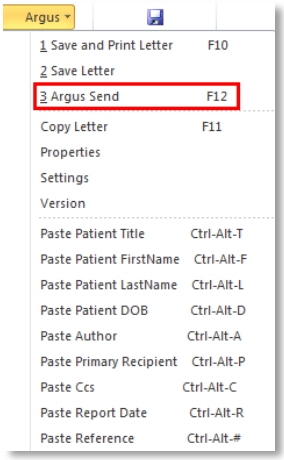
7. You can also use the **Argus** menu (accessible via the **Add-Ins** toolbar in Microsoft Word) to enter these details (*or refer to the listed shortcuts within this menu to assist you with remembering the keyboard shortcuts*):



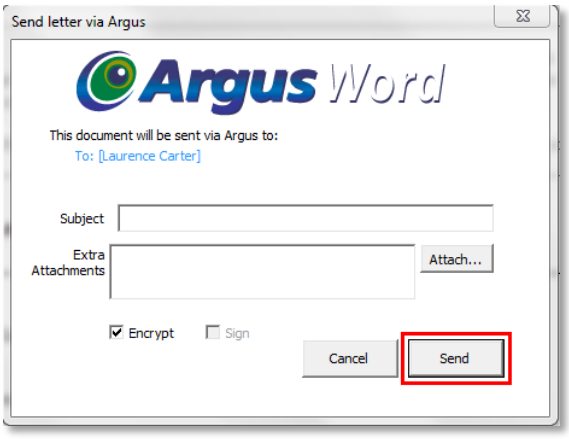
8. Once you have completed the letter/report then it is a simple matter to send it from within Microsoft Word.



   a. As shown above, access the **Argus** menu via the **Add-Ins** toolbar (*this example is from Microsoft Word 2010 – other versions of Word may appear differently*):

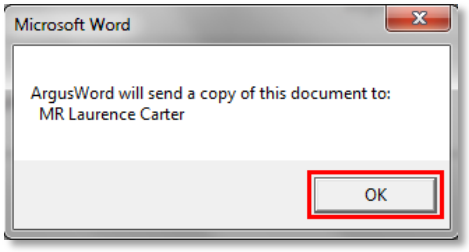


b. Alternatively, press **F12**.
c. This dialog box will appear:



Just press the **Send** button.

d. This confirmation will also appear:

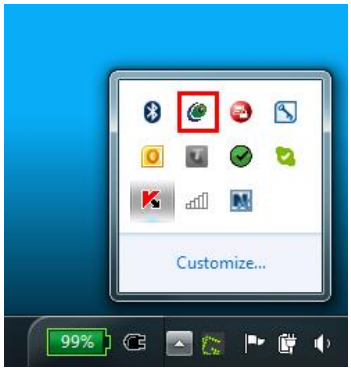


Click **OK**.

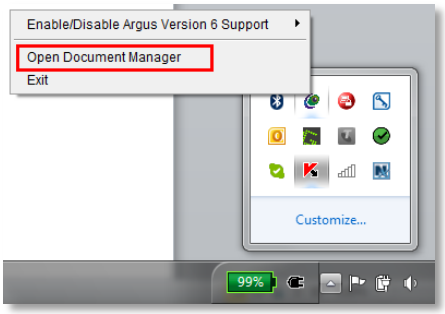
4.2 Receiving and processing incoming messages in Document Manager

Document Manager is an application that manages your incoming correspondence sent via Argus. It provides a simple way to view, and if necessary to save and print these incoming documents.

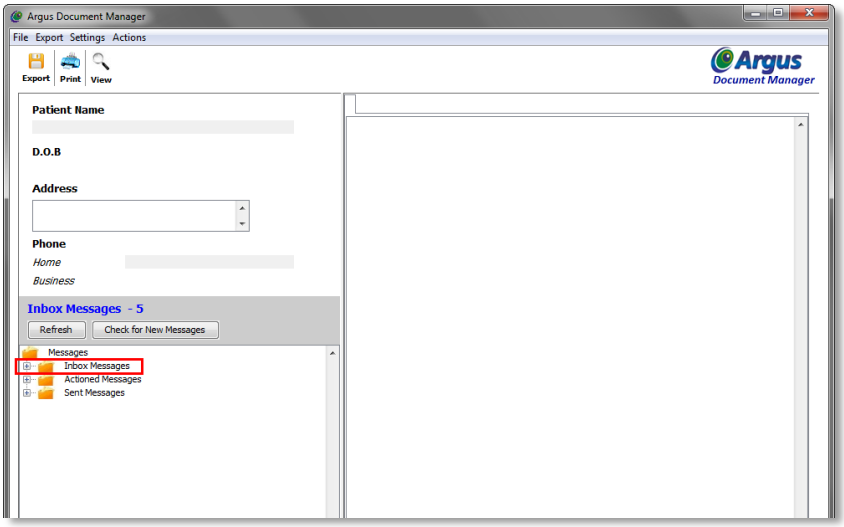
1. When Document Manager is installed it is set to run automatically in the background. You can access it anytime from the System Tray area on the desktop (lower right hand corner of the screen). The icon for it is highlighted here:



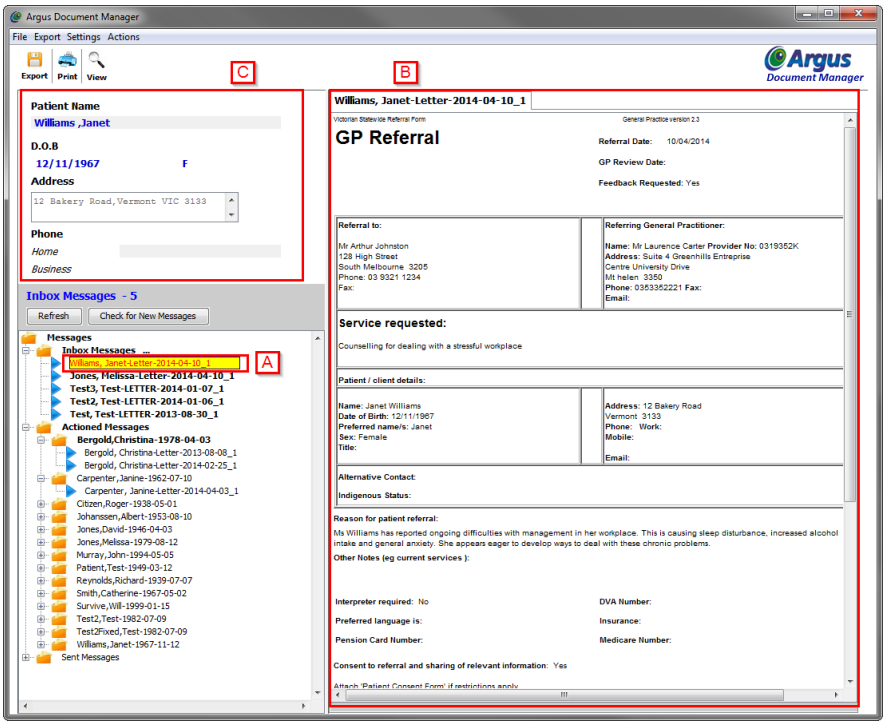
1.1 To start Document Manager *right click* this icon and choose **Open Document Manager**, as highlighted here:



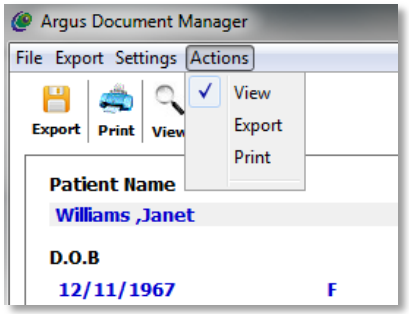
2. When first opened Document Manager will look like this, with no message/document displayed:



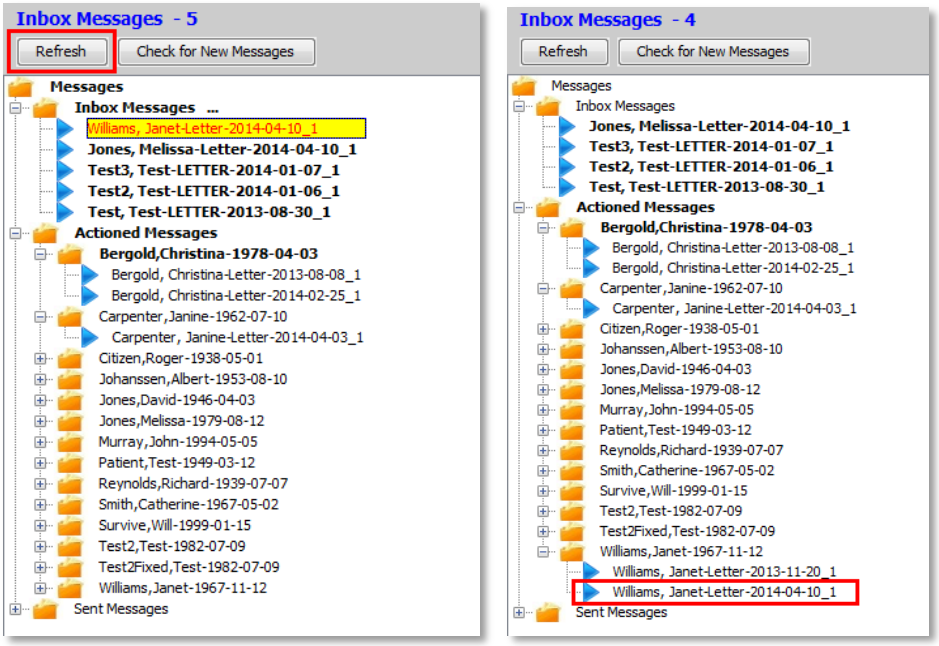
3. Double click on **Inbox Messages** (highlighted above) to view New Messages.
4. As per below:
   4.1 **A** Click on one of the message items (listed in the format of Patient *Lastname, Firstname, Date Received and a number*) to view the received document
   4.2 **B** View the document in the viewing pane on the right hand side
   4.3 **C** Note that summary information is viewable above the Inbox when a message is selected



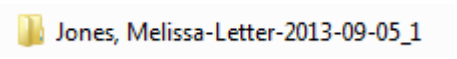
5. New messages are moved from the **Inbox Messages** list to the **Actioned Messages** list after you have either viewed, printed or saved them.
   5.1 You decide which of these actions will move the message by choosing from the **Actions** menu item. In the instance seen below the messages will be moved after being viewed:



   5.2 To illustrate here are the Inbox Messages whilst viewing the document regarding Janet Williams sent on April 10, 2014 (displayed as *Williams, Janet-Letter-2010-04-10_1*) and then after clicking the **Refresh** button. As you can see that message has moved into a folder, under **Actioned Messages** entitled *Williams, Janet-1967-11-12* (Lastname, Firstname-DOB). NOTE: any future incoming correspondence regarding this patient will also be filed in this folder.



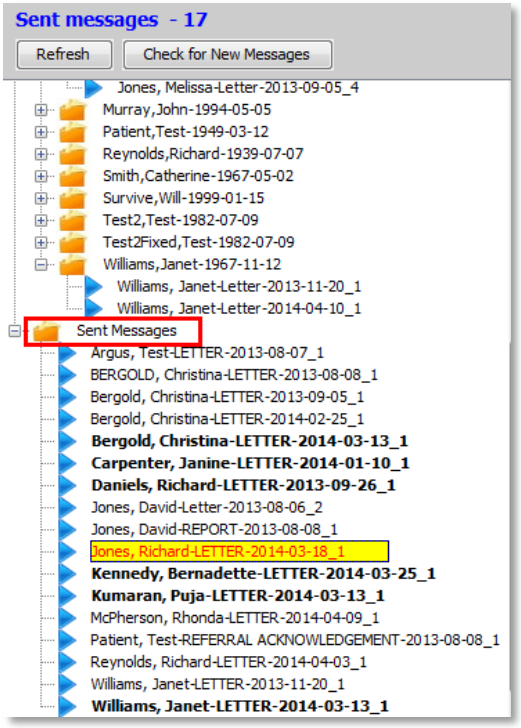
6. The **Export** option will open a **Save** dialog box, where you need to choose the folder to which you will save the document. Once chosen, clicking on **Save** will create another folder within your chosen folder with a folder name as per this example:

   Inside this folder the document will be saved, with the same name, in RTF format. RTF format can be opened in Microsoft Word.
7. The **Print** option will automatically print one copy to your default printer.

4.3 Viewing Sent Messages in Document Manager

1. The reports and letters you send out via ArgusWord are listed in the **Sent Messages** folder which appears under the **Actioned Messages** as shown here:



Clicking on a message will allow you to view it and print it if required.

5. ARGUS DAILY MAINTENANCE

5.1 Using Argus Message Manager

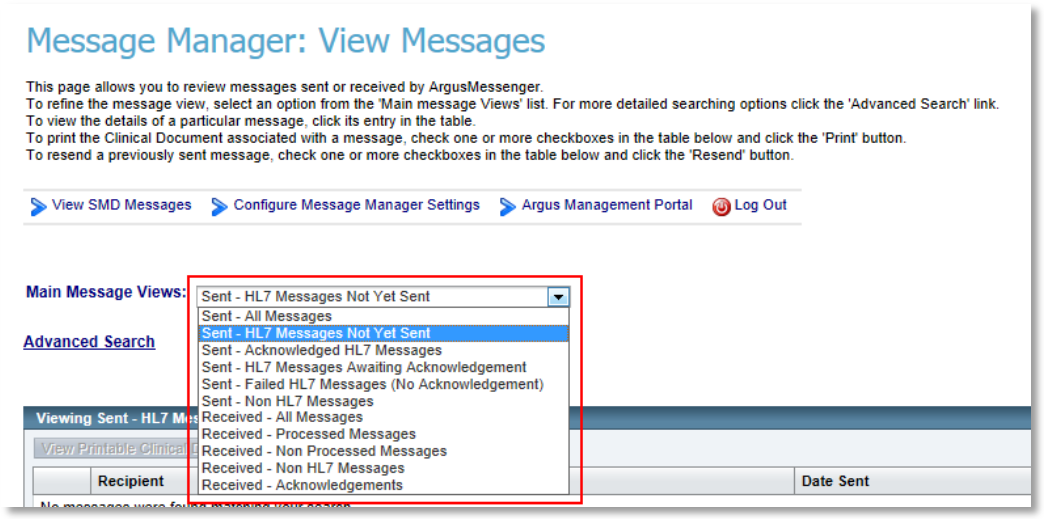
5.1.1 Monitoring Sent and Received Messages

It is important to monitor the **Argus Message Manager** on a regular basis. This will assist in ensuring that messages are being sent and received, as expected. Although notifications of problems will be emailed to the business contact for a Practice at the time they occur, regular checking of the **Argus Message Manager** is an important part of risk management.

1. Access the **Argus Message Manager** by clicking on this icon (normally on the Desktop of the computer which has Argus installed).
   The icon looks like this (not to be confused with 'Argus Messenger') :

   Note: The default login details are 'argus' and 'argus'

2. You can change the **Main Message View** by choosing from the drop-down as shown here:


Message Manager: View Messages
This page allows you to review messages sent or received by ArgusMessenger.
To refine the message view, select an option from the 'Main message Views' list. For more detailed searching options click the 'Advanced Search' link.
To view the details of a particular message, click its entry in the table.
To print the Clinical Document associated with a message, check one or more checkboxes in the table below and click the 'Print' button.
To resend a previously sent message, check one or more checkboxes in the table below and click the 'Resend' button.
View SMD Messages
Configure Message Manager Settings
Argus Management Portal
Log Out
Main Message Views:
Sent - HL7 Messages Not Yet Sent
Sent - All Messages
Sent - HL7 Messages Not Yet Sent
Sent - Acknowledged HL7 Messages
Sent - HL7 Messages Awaiting Acknowledgement
Sent - Failed HL7 Messages (No Acknowledgement)
Sent - Non HL7 Messages
Received - All Messages
Received - Processed Messages
Received - Non Processed Messages
Received - Non HL7 Messages
Received - Acknowledgements
Advanced Search
Recipient
Date Sent

3. The Message Manager has the following standard views

TIP – HL7 messages are the clinical messages sent and received by Argus – for example, referrals and reports

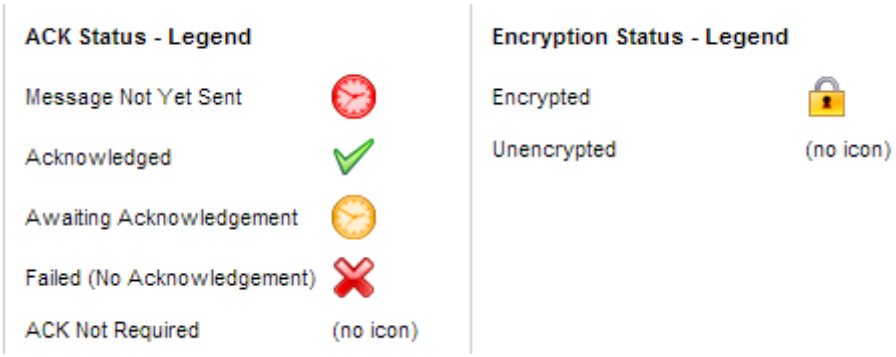
- **Sent - All Messages**
  This will display ALL sent messages regardless of status or purpose.
- **Sent - HL7 Messages Not Yet Sent**
  This is a list of any messages awaiting initial sending.
- **Sent - Acknowledged HL7 Messages**
  This is a list of messages that have been successfully acknowledged by the recipient's Argus software.
- **Sent - HL7 Messages Awaiting Acknowledgement**
  This is a list of messages successfully sent but awaiting acknowledgement (receipt) by the recipient.
- **Sent - Failed HL7 Messages (No Acknowledgement)**
  This is a list of messages that have reached the maximum resend limit with no response from the recipient. (This usually indicates an issue at the recipient's end. See Argus Messenger – Common Error Notifications)
- **Sent - Non HL7 Messages**
  This is a list of system messages (i.e. Acknowledgements, Error notifications etc).
- **Received - All Messages**
  This will display ALL received messages regardless of status or purpose.
- **Received - Processed Messages**
  This is a list of all messages successfully processed and exported.
- **Received - Non Processed Messages**
  This is a list of messages that were unable to be processed (this can be due to decryption or export issues, etc).
- **Received - Non HL7 Messages**
  This is a list of regular messages, usually not intended for Argus (i.e. incorrectly sent messages, mail server rejection notice, etc).
- **Received - Acknowledgements**
  This is a list of the acknowledgement messages sent back by the recipients' Argus software to indicate successful receipt of the message.

5.2 Argus Message Cycle

5.2.1 The Sending process

Argus works as a service and does a send/receive cycle every 20 minutes, this cycle can be followed in the Message Manager.

A message progress can be followed using the legend at the bottom of the Message Manager.



Process Flow	ACK Status
When a message has been added to the Argus database and is waiting to be sent in the next cycle the red clock will appear	Message Not Yet Sent
Once Argus has completed its 20 minute cycle the message will have been sent and will now display a yellow clock	Awaiting Acknowledgement
The recipients Argus installation will then receive and decrypt the message and process it into their clinical software package. At this stage the message will then show a green tick to signify that all has gone correctly	Acknowledged
Messages will attempt to be delivered for 3 days, if for some reason the recipient isn't able to receive the message after 3 days the message will display a red X	Failed (No Acknowledgement)

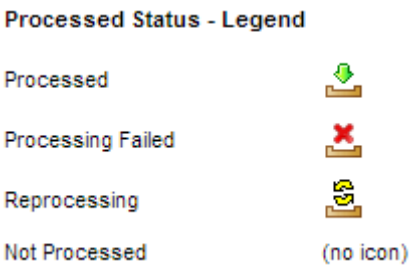
A failed Acknowledgement signifies an error at the recipients end. If you receive a failed Acknowledgement please contact the Argus Support team by phone on 03 9037 1000 or by email argus@argusconnect.com.au. Support will then contact the intended recipient and rectify any potential issues, at which point the message can then be re-sent.

IMPORTANT NOTE:

The send/receive cycle can also be manually performed from the Argus Server to instantly send/receive messages. If you'd like to learn how to do so please contact Argus Support.

5.2.2 The Receiving Process

As with sending messages, you can also view the process of received messages by referencing the Legend



Process Flow	Processing Status
When a message has been received, decrypted and sent to your clinical software package you will see the following image next to the message which signifies that all has gone as it should have	Processed
If the following image appears, there can be multiple causes, contact Argus Support to investigate	Processing Failed

Sometimes message are not processed, in this case the message may have been sent from a non-encrypted messaging system or it could be an Acknowledgement received in response to a message you've sent. Messages that have not been processed do not display an icon.

5.2.3 Message Actions

Resending Messages

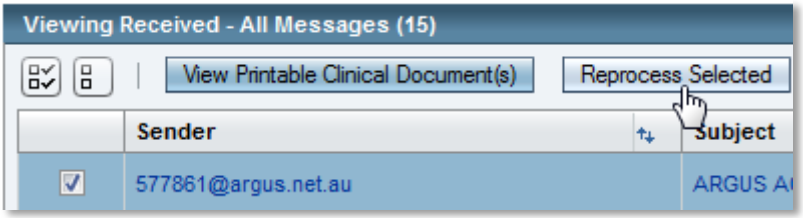
Any messages sent by Argus can also be marked for resending from both the main Message View page and also from the Message Detail page.

Select one or more sent messages by ticking the checkbox and click the 'Resend Selected' button. The Message Viewer will display an informative message if the selected messages were successfully marked for resending. Messages will be resent the next time Argus performs a mail synchronisation.

Reprocessing Messages

Any messages received by Argus can be marked for reprocessing from both the main Message View page and also from the Message Detail page.

Select one or more sent messages and click the 'Reprocess Selected' button. The Message Viewer will display an informative message if the selected messages were successfully marked for reprocessing. Messages will be reprocessed the next time Argus performs a mail synchronisation.



Once completed the below image will appear beside the message

Archiving Messages

Argus will automatically Archive successfully completed messages from both sent and received views at a pre-configured interval, this is usually every 28 days. Individual messages can be archived from the Message Detail page in the Argus Message Viewer.

Click the 'Archive Message' button when viewing the detail of any message. The Message Viewer will return to the main Message View page after archiving the selected message.

Deleting Messages

Any messages sent or received by Argus can be marked for deletion from the Message Detail page in the Argus Message Viewer.

Click the 'Delete Message' button when viewing the detail of any message. The Message Viewer will return to the main Message View page after deleting the selected message.

Or, select one or more messages from the main Message View page and click the 'Delete Selected' button. The Message Viewer will display an informative message if the selected messages were successfully deleted.

6. IMPORTANT ASPECTS OF ARGUS MAINTENANCE

6.1 Keeping Argus Informed

6.1.1 Notifying Argus of Practice Changes

1. As Argus utilises the National Health Services Directory, containing thousands of organisations and practitioners, it's important that we keep the directory up to date. Therefore, please ensure you inform Argus of any changes regarding your practitioners and/or organisation.
2. For example:
    I. New doctors at your organisation
    II. Doctors who have left your organisation
    III. Change in Practice Manager and preferred contact details
    IV. Changes to your organisation details, such as phone number, address, etc.

    This is to ensure the Argus Users Database is up-to-date and senders are able to locate the correct recipient at the correct location.

6.1.2 Changes to server & workstation environments

The Argus software may need to be updated to work in co-ordination with any changes at your organisation. It is important to inform Argus of any of the following changes to your server environment:

- Changing clinical software and or Internet provider
    - Argus may need to be reconfigured when changing your clinical software and or dedicated Argus email address' or error notification address'.
- Major system upgrades
    - Some upgrades, including Operating System changes can cause an effect on your Argus Software; therefore it is beneficial to advise us of any upcoming changes
- New workstations have been installed
    - The Argus software may need to be reinstalled or reconfigured on your new workstation computers
- Changing 'file drop/file pickup directory'
    - If the directories for incoming and/or outgoing messages are altered, Argus will need to be reconfigured to work with the new directories
- Server upgrades/replacements
    - Please ensure you inform us of any major server upgrades **PRIOR** to turning-off the existing server, as we will need to take a backup of the current installation database

When you have an Argus subscription, our Argus Support team are easily able to help you ensure your Argus is going to keep working, despite the changes happening in your organisation.

6.1.3 Managing Your Argus Subscription

Keeping your Argus subscription up-to-date ensures you have full support and a fully functional Argus installation, including future upgrades and patches.

Your Argus software will advise you when your subscription is approaching expiry. Additionally, a few weeks prior to expiry an email notification of your subscription expiry date will be sent to your nominated contact email address.

To renew your subscription simply follow this link;

https://www.argusconnect.com.au/subscription/existing/

(Or go to our main website (www.argusconnect.com.au) and click on 'Existing Customers').

You will be prompted for your Argus Customer ID, if you do not have this, please contact us and we will assist you.

Follow the prompts and you will be presented with a quote prior to payment. Alternatively, if you would like a costing quote, please contact Sales on (03) 9037 1000 or argus@argusconnect.com.au.

Subscriptions include the following benefits;

- Full technical support of the Argus Software.
- All future software upgrades and new version releases available online.
- No time limit or number-of-call limit for remote support enquiries.
- Problem resolution by phone, email or remote access.
- Support during normal business hours Monday – Friday, 9.00 am – 5.00 pm (AEST).

7. TROUBLE SHOOTING

7.1 Trouble Shooting – Basic

7.1.1 Basic Argus Error Notifications

Error	Description	Action
Maximum Resend Limit Reached	Argus has not received an Acknowledgement from the intended recipient after multiple sending attempts.	This usually indicates an issue with the recipient's Argus. You should contact the Argus Support team on 03 5335 2221 to resolve the issue.
Address Book Update Failure	The Address Book Auto-Update service was unsuccessful.	This indicates that there was a problem communicating with the Argus Users Directory. Once a day Argus makes a connection to the central Argus server to confirm all entries in the local Argus Address Book are correct. If, for whatever reason, the connection cannot be made this email is sent. This error is only a problem if it occurs once a day every day.

7.2 Trouble Shooting - Intermediate

7.2.1 Argus Error Notifications

Error	Description	Action
Rule Failure Notification	Argus was unable to deliver received correspondence to "drop" directory.	Confirm the drop directory exists and has write permission for all network users. If problem still persists, contact Argus Support team.

8. HOW TO CONTACT ARGUS

If you require any further information or assistance, please contact Argus staff on one of the following methods:

Phone:

You can phone Argus on (03) 9037 1000, your enquiry should typically be able to be answered within 1 business day.

Email:

You can email Argus at argus@argusconnect.com.au your enquiry may take 1-5 business days for a response.

Online:

Argus has an online contact form which will help direct your enquiry to the appropriate people, you can submit your enquiry here: https://www.argusconnect.com.au/content/contact-us

IMPORTANT NOTE:

To speed up your support call you can start a TeamViewer session to allow the support tech to gain access to your machine faster.

To do so, open your start menu and go into 'All Programs', from there locate the 'Argus Connect' folder and run the 'Active Remote Support' icon which will then generate an ID that you can supply the tech to gain access to your PC.

Alternatively you can get this ID by visiting our website www.argusconnect.com.au, click the support tab towards the top right and scroll down to 'Activate Remote Support for Windows'.